

PRIMARY CARE OPTIMIZATION (PCO) CLINICAL MANAGEMENT CONFERENCE IN 2004

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The primary care optimization clinical management conference has been added to the 2004 HSI guide. This conference will evaluate primary care optimization activities as well as the delivery of preventive services, the Preventive Health Assessment and Individual Medical Readiness (PIMR) program and the clinical support of communicable and zoonotic disease programs. In particular, we will be evaluating the tactical implementation of PCO at the team level. We will tour the clinic area and observe patient flow. Topics which will be covered in the conference include how population health issues are implemented and training accomplished. What clinical practice guidelines have you instituted? How have you integrated preventive services into daily clinical activities? How do you track consults and abnormal lab results and ensure that providers review and document the information in the medical record as well as inform the patient of the results? How do you track abnormal cholesterol results and ensure that the patient is given appropriate follow-up?

Another topic which will be discussed is the PIMR process and how it is executed at the PCO team level. How do you ensure that all requirements are identified at the patient visit? What type of training is provided to the team? Are the preventive care flow sheets (DD Form 2766) updated? Are the PHAs accomplished by the PCO team? In addition, results of the PHA open medical record review will be presented.

Another area that will be discussed is the implementation of the communicable and zoonotic disease program. Is appropriate clinical follow-up and treatment accomplished? Are current CDC guidelines, especially for STDs, being followed?

The PCO concept has matured over the last few years. Now is the time to identify and understand the issues that may be problematic at the tactical execution level.